Kofax Unified Client for Brother
Release Notes

Version: 1.0.0

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KOFAX

Table of Contents

Chapter 1

About This Release

The release notes give you late-breaking information about the Unified Client for Brother. Please read this document carefully, as it contains information that is not included in other ControlSuite documentation.

Version information

The version number for this Unified Client for Brother is 1.0.0.870. You can find the client version information from the **About** screen when logging in to the client on the device.

System requirements

For information on supported operating systems and other system requirements, see the Unified Client for Brother Technical Specifications document on the Kofax ControlSuite 1.4.0 Product Documentation page. This document also lists the versions of third-party software platform components that are supported for use with the Unified Client for Brother. The document is updated regularly, and we recommend that you review it carefully

The Unified Client for Brother supports devices as specified here.

Product documentation

The Kofax Unified Client for Brother product documentation set consists of online help and a Technical Specifications document to assist you with installing, configuring, and using the product.

Online documentation

The full product documentation set for the Unified Client for Brother 1.0.0 is available online:

https://docshield.kofax.com/Portal/Products/ControlSuite/1.4.0-mayave5tcn/ControlSuite.htm

What's new

The new Unified Client provides ControlSuite authentication, document and data capture capability and print release direct on the panel of supported Brother devices.

This new Unified Client is supported with:
- ControlSuite version 1.1 with Fix Pack 2 (or higher)
- Device Registration Service (DRS) version 8.1.1 (or higher)
- Device Web Server (DWS) version 5.10.0 (or higher)

Or, individual server components:
- Equitrac version 6.1 with Fix Pack 2 (or higher)
- AutoStore version 8.1 with Fix Pack 2 (or higher)

User experience features

User Interface that combines print and capture workflows

The Unified Client provides a User Interface (UI) for the compatible range of Brother devices that allows users to access print and capture workflows within the same user session.

This feature increases user adoption and reduce user training as print and capture workflows are combined within same user interface on the device.

Welcome / Login Screen

When using the ControlSuite authentication module, the Unified Client will display a Welcome Screen that provides a quick and easy login experience using a card swipe. If user authentication is required via Username and Password or PIN1/PIN2, then users can access a Login Screen.

This feature increases level of device security, where only authenticated users with valid credentials are able to access functionality for the device.

Card Registration Screen

When using the ControlSuite authentication module, the Unified Client can display a Card Registration Screen that allows users to register their ID card against their user account in ControlSuite. After this card is registered, it can be used to allow users to log in.

This feature increases user satisfaction and productivity as well as reduction in support calls as users can register their card details directly in the interface on the device without additional support.

Billing Code Selection Screen

When using the ControlSuite authentication module, the Unified Client can display a Billing Code selection screen immediately after login where users are able to search for a billing code for tracking purposes. Users can also select if jobs carried out within this session are billable or non-billable.

This feature increases user satisfaction and productivity as users are able to bill their print, copy and scan usage to billing accounts directly on the interface of the device.

Launcher Screen

The Unified Client will display a Launcher screen where users can simply and quickly access their pre-determined print and capture workflows.

This feature increases user satisfaction and productivity with a simplified workflow launcher screen to access and start print and capture functions within the embedded application on the device.

Print Job Release Screen

The Unified Client displays a workflow screen for Print Release workflows. The screen will display the logged-in user's active print jobs with applicable print settings. Users can release print jobs from this screen.

This feature increases user satisfaction and productivity as users can access their securely held print jobs delivered via ControlSuite directly on the interface of the device.

Capture Screen

The Unified Client displays a workflow screen for Capture workflows. The screen will display prompts to allow users to complete a basic form while allowing them to start the capture workflow and change scan settings.

This feature increases user satisfaction and productivity as users can access advanced scanning functionality delivered via ControlSuite directly on the interface of the device.

Scan Settings Screen

The Unified Client provides a screen that allows users to select and change the default scan settings that are associated with the scan job.

This feature increases user satisfaction and productivity as users are able to tailor scan jobs to their requirements through the use of scan settings.

About Screen

The Unified Client will display an About Screen that will relay information regarding the application such as name of application and version number.

This feature provides simple method for service technicians to identify the version number of the Unified Client being used on the device.

User authentication and usage tracking features

Username and Password

The Unified Client can accept input of a username and password to start a secure user session within the client. These user credentials match the user's network login that is integrated into directory services. The security of the password is maintained via character masking.

This feature increases level of device security where only authenticated users with valid credentials are able to access secure print and capture workflows delivered via ControlSuite.

PIN1 and PIN2

When using the ControlSuite authentication module, the Unified Client accepts input of all supported types of numeric PINs. The numeric PINs uniquely identify the logged-in user who is accessing the device through the client. The security of PIN2 is maintained via character masking.

This feature increases level of device security where only authenticated users with valid PIN credentials are able to access secure print and capture workflows delivered via ControlSuite.

Card Swipe

When using the ControlSuite authentication module, the Unified Client accepts card swipe input to identify the user against their server-side credentials, the card swipe action can be combined with entry or additional data via PIN2 for added security if required.

This feature increases level of device security where only authenticated users are able to access secure print and capture workflows delivered via ControlSuite.

Card Self-Registration

When using the ControlSuite authentication module, the Unified Client allows an unregistered card to be swiped and users are then prompted to manually log in using their network credentials to register their card's PIN number.

This feature increases user satisfaction and productivity as well as reduction in support calls as users can register their card details directly in the interface on the device without additional support.

Mobile Authentication via Kofax Business Connect

When using the ControlSuite authentication module, the Unified Client can accept user authentication via the use of mobile devices with the Kofax Business Connect application.

> ℹ This functionality is only provided when Kofax Micro Card Readers are used.

This feature increases level of device security, where only authenticated users are able to access secure print and capture workflows delivered via ControlSuite.

Allow anonymous user to bypass logon prompts

When using the ControlSuite authentication module, the Unified Client can be configured to allow guest users to bypass the standard login prompts and have their subsequent print, copy and scan usage charged to a pre-determined account within ControlSuite.

This feature provides a simple and user-friendly experience for guest users that is configurable to the needs of the organization.

Campus Card Authentication

When using the ControlSuite authentication module, the Unified Client can be configured to allow users to select accounts from a campus card system for chargeback purposes.

This feature provides a method for education customers to charge print, copy, scan usage on the device to campus cards systems.

Transaction Reporting

When using the ControlSuite reporting module, user sessions on the Unified Client record print, copy, and track scan activities at the device. These activities can be recorded against the user, the department that the user belongs to, or a billing code that the user has chosen for this transaction. The recorded transactional data is sent to the centralized database for reporting purposes.

This feature provides transparency into device costs for document transactions, reduce the financial burden of spiraling print and copy costs, allow constraints to be applied where necessary and provides awareness of document production costs to customers and partners.

Account Limits for Print & Copy

When using the ControlSuite authentication module, the Unified Client allows ControlSuite account limits and usage enforcement on copy and print jobs. Escrow for print jobs is also supported, where the print job is priced from the job data beforehand and funds from the user's account are set in escrow until the job is completed. Once the job is completed, the funds are released from escrow and the appropriate value is debited from the user's account. If there are insufficient funds, the print job is denied and the funds are not escrowed.

This feature provides organizations more control to manage the cost of printing, and increase awareness of document production costs for customers and partners.

Billing Codes

When using the ControlSuite authentication module, the Unified Client can be configured to display a billing code screen for print and copy transactions, and this billing code is applied to the transaction for billing purposes.

This feature increases user satisfaction and productivity by allowing users to set billing codes against selected jobs within the print release or copy workflow.

Card reader features

Kofax Card Readers

When using the ControlSuite authentication module, the Unified Client supports the Kofax Micro USB Card Reader. This support is provided in Keyboard Emulation mode only.

This feature increases user satisfaction with using card readers that are developed alongside the embedded application. Allow partners to order card readers from the same price list as the core ControlSuite software.

Third-Party Card Readers

When using the ControlSuite authentication module, the Unified Client allows the usage of third-party card readers. An associated third-party card reader license will also be required. Card readers are used in Keyboard Emulation mode only.

Basic testing has been performed for the following third-party card readers:
- Elatec TWN3
- Elatec TWN4
- RFIDeas pcProx RDR-7L81AKU
- RFIDeas pcProx RDR-80581AKU

This feature increases user adoption as partners and resellers can use their own supplied card readers for user authentication onto the Unified Client.

Print workflow features

Print release

With ControlSuite print, the Unified Client can display a print release screen that the logged-in user can use to release pending print jobs. The print release screen contains additional print workflow settings for the user that allows print jobs to be printed and saved. Use other settings to increase the print volume for the job, force a color job to black and white, view a print job summary, select or deselect all jobs, refresh pending print jobs, or delete print jobs.

This feature increases user productivity and satisfaction by providing the user's print jobs that are awaiting release in a single screen. Increase also document security as only the document owner is able to access and release the securely held print jobs through the embedded application on the device.

Release All

With ControlSuite print, the Unified Client allows users to simply release all pending print jobs by selecting the Release All workflow.

This feature increases user productivity and satisfaction, while saving time and reducing button presses to release pending securely held print jobs in a single transaction after login.

Output Manager sourced jobs released via release queue

With ControlSuite print, the Unified Client allows print jobs that originated from Output Manager print queues to be released. Partners and resellers can offer and utilize advanced output management capabilities and have print jobs released through the standard ControlSuite print release screen.

Document and data capture features

Unified Capture Component

The Unified Client for Brother uses the Unified Capture Component in ControlSuite capture, allowing the workflows to be deployed and used across multiple supported device vendors.

This feature increases user satisfaction and productivity where standard capture workflows can be used across multiple device vendors (Unified Clients only).

Forms Capture

With ControlSuite capture, the Unified Client supports the use of basic forms, providing a selection of capture workflows delivered by ControlSuite capture. This includes the ability to scan to email, scan to folder, scan to workflows as well as scripting support and OCR functionality.

This feature increases user productivity and satisfaction as users can access advanced scanning functionality delivered via ControlSuite directly on the embedded interface on the device.

Scripting

With ControlSuite capture, the Unified Client allows dynamic scripting that provides flexibility in creating forms, especially when it comes to integrating with other systems that do not necessarily have a built-in integration.

This feature provides simplicity, efficiency, and accuracy of information by ensuring that forms are appropriate to the selected task.

Field Types

With ControlSuite capture, the Unified Client supports the use of ControlSuite capture field types including List, Text, Date, Numeric, Checkbox, Tree or Label. Note that some field types are provided as simple text fields.

This feature increases user productivity and satisfaction by ensuring that data is entered in the right format such that database lookups can execute correctly and business systems are populated with meaningful information.

Device features

Device Timeout

When using the ControlSuite authentication module, users are automatically logged out of the active session if the device times out and all transactions (copy, print and scan) are routed and reported correctly.

This feature increases level of device security, where users are logged out of the active user session when the device timeout occurs.

Device Soft Keyboard

The Unified Client uses the device's soft keyboard for user data entry.

This feature increases user productivity and satisfaction as the soft keyboard displayed on the device is available for all device-based activities.

Device Home Button

When the Unified Client is configured as the authentication agent, users can press the Home button to return to the specified Home screen on the device.

This feature increases user adoption and satisfaction as users can simply return to the specified Home screen by pressing the device Home button.

Rename Embedded App on device home screen

The system admin can rename the embedded application on the device's Home screen. This rename process will override any dynamic localization on the end point through device language localization. This configuration is handled via DRS.

This feature increases user adoption and satisfaction as the application name on the interface of the device can be tailored based on customer needs.

Installation and management features

Device Registration Service (DRS)

The configuration of the Unified Client for Brother ishandled via the Device Registration Service (DRS). This is a shared service that handles device configuration for both ControlSuite print and capture components and individual products. The version of DRS that supports the Unified Client for Brother is DRS version 8.1.1 (or higher).

This feature provides reseller partners and customers with a centralized tool to configure the Unified Client.

Device Web Server (DWS)

The Kofax Device Web Server (DWS) is used to provide the client interface to the Brother device. The version of DWS that supports the Unified Client for Brother is DWS version 5.10.0 (or higher).

This feature provides reseller partners and the customer system administrator with a centralized service via ControlSuite to access facilities of the Unified Client on the device.

TLS Secure Communication

The Unified Client uses TLS to secure the connection to the Kofax application servers.

This feature provides a secure method to communicate between the embedded application on the device and the backend Kofax servers.

DWS Failover Capability

The Unified Client on the device supports failover capability for connection to the server-based DWS service that will allow the device to switch to another online configured DWS service in the event of

the original DWS going into an offline state. Note that when a failover occurs, any in-progress scan or print jobs or metadata entries may not be preserved.

This feature maximizes device uptime with failover capability to ensure device is able to connect to another ControlSuite DWS server in the event of a network outage.

DCE Failover Capability

The Unified Client on the device when configured with ControlSuite print (Equitrac) allows the DWS service to switch over to another Equitrac DCE service in the event of the original DCE going into an offline state. This allows devices connected to DWS to remain live and facilitate logons, copy access and print release should a network outage occur that results in one of the multiple DCE services being unreachable.

This feature maximizes device uptime with failover capability to ensure that DWS is able to connect to another ControlSuite DCE server in the event of a network outage.

High Availability via Load Balancers

The connected ControlSuite servers and services that the Unified Client utilizes can be configured to use external load balancers for maximum uptime.

This feature maximizes device uptime with failover capability via external load balancers to ensure that ControlSuite servers and services remain available in the event of a network outage.

FIPS 140-2 Compatible

The Unified Client supports the FIPS Advanced Encryption Standard encryption that is used on the ControlSuite capture (AutoStore) server.

This feature increases security and compliance by allowing US federal government customers to use the Unified Client for ControlSuite capture (AutoStore) within a FIPS 140-2 environment.

Embedded Setup Guides and Release Notes

The Unified Client and associated services such as DRS and DWS are provided with a supporting set of product documentation that consists of online guides with installation and setup information, along with release notes.

This feature allows partners to quickly locate technical information on the products to support their pre-sales, deployment and ongoing support activities via the Kofax online learning platform.

Supported Devices

The Unified Client functions with Brother MFP and SFP devices that support the Brother BSI framework with screen sizes of the following:
- Mono Laser devices supporting the BSI SDK and with the following screen sizes: 3.7" and 4.8"
- Color Laser devices supporting the BSI SDK and with the following screen sizes: 2.7", 3.7", 5" and 7"
- Inkjet devices supporting the BSI SDK and with the following screen sizes: 2.7" and 3.7"

The list of compatible Brother devices will be available on the online Kofax supported device matrix at the launch time. The matrix can be accessed at the following URL:

https://knowledge.kofax.com/MFD_Productivity/00_Supported_Devices

This feature allows partners and customers to deploy the Unified Client for ControlSuite onto Brother compatible devices to provide the core ControlSuite feature functionality to latest range of Brother BSI-compatible Multi-Functional Products (MFP) and Single Function Printers (SFP). The provided supported device matrix allows partners to quickly locate supported device information to support their pre-sales and deployment activities.

Chapter 3

Known Issues

This section lists issues that you may encounter while working with your Kofax Unified Client for Brother product. Workarounds are provided, as applicable.

Jobs not released after documents are deleted from the Print-to-Me job list

1452921: After you delete documents from the Print-to-Me job list, jobs cannot be released unless a manual refresh is performed.

Workaround: Manually refresh the job list by pressing the **OK** button on the job list screen before selecting any documents to print. Kofax is working to address this issue.

Error with the AutoStore workflows authentication

1443882: When the AutoStore workflows are configured with authentication, the device will prompt you with an error: "An unexpected error has occurred. Please restart the application" when you take the following actions:

- Start the Kofax Unified Client on the **Solution** screen.
- Press the **Home** button.
- Start the Kofax Unified Client again.
- Press the **Back** button.

Error with Release All function

1443199: If you use Release All with Auto logout when done enabled on the Equitrac Web Client, the device will prompt you with an error: "An unexpected error has occurred. Please restart the application."

Workaround: Dismiss the error message and log out of the device manually. Then restart the application as indicated. Kofax is working with Brother to address this issue.

Error with DWS failover

1413533: When you use multiple DWS servers for failover, if a DWS server is terminated during the printing or scanning, that print/scan job transaction is not tracked.

Kofax card readers not working on some certain devices

1411634: Kofax card readers will prompt users with an error: "Please disconnect USB device" when plugged in the following devices:

- MFC-J5945DW
- MFC-J6945DW
- MFC-J6947DW

Kofax is working with Brother to address this issue.

Label not properly localized

1406459: If you are not using the English language, when a registered card is swiped and PIN2 is required, the label saying "Card data recognized" is not localized and remains in English.

Hardware page counting (PJL) not working on inkjet devices

1406342: When the **Hardware page counting (PJL)** is enabled and a job is cancelled after a few pages have been released, the device stalls on the **Please wait** screen for approximately 15 minutes. The job is finally cancelled but users are still charged for the full job. While the device is on the **Please wait** screen, a job is added to the print queue with a status of "Awaiting hardware count."

PageCounter RRT always send counter as 1

1404951: If an AutoStore scan job is executed with the **File Page Count RRT** in a file rename schema, the output file name is always 1.

Changes to the DRS configurations not updated

1404609: Changes to the DRS configurations are not updated even when the device is installed again.

Workaround: Uninstall the device with current configurations before editing settings, and then install the device again.

Device not timing out on paper out/paper jam screen

1404512: You will stay logged in and have full control of the device after clearing the error in the following cases:

- Print a job and run out of paper. Wait for device times out.
- Print a job and have a paper jam. Wait for device times out.
- Start a copy and run out of paper. Wait for device times out.
- Start a copy and have a paper jam. Wait for device times out.
- Start a scan and have a paper jam. Wait for device times out.

Kofax is working with Brother to address this issue.

Device goes to sleep without logging out users

1403972: Device goes to sleep as configured in the sleep timer and keeps users logged in until the logout timer expires. This behavior works as designed.

Wrong page size tracked

1403236: An AutoStore scan job with **Document Size** configured as **Photo 4" x 6"** is tracked as A4 by the Equitrac report. The same issue occurs with **Bus. Card 3.5" x 2.4"**, **Folio** and **Long Paper**. Kofax is working with Brother to address this issue.

ADF Auto Deskew not working with small tilt angle

1402713: When **ADF Auto Deskew** is configured as **Auto** in the Scan Settings, if the tilt angle is from -0.5 degree to +0.5 degree, the device does not make a correction.

Billing Code not supported when CAS is offline

1398981: If the Core Accounting Server (CAS) is offline, after a Billing Code is entered, Connection Error 03 is displayed with message: "Connection failed to server. Check network settings."

Workaround: To continue, disable Billing Codes on the Equitrac server.

Device conflict with Skip Blank Page setting

1398755: If you run an AutoStore scan job with **Skip Blank Page** enabled, the device stalls on the **Connecting** form and becomes unresponsive after the scan job is completed.

Workaround: Restart the device.

Card swipes not recognized on lock screen

1382850: If you swipe a card on the **Solutions** screen and log out, and then swipe the card again on the **Welcome** screen, the card is not recognized.

Workaround: Press the **Swipe Card** button first or restart the device.

First copy job page size tracked as "Unspecified"

1380354: If you execute a native copy job with the page size changed to A5 from A4, and then log out and log in to the device to execute the same A5 copy job again, the first job page size is tracked as **Unspecified** by Kofax Equitrac. Kofax is working with Brother to address this issue.

Inconsistent Swipe Card forms on MFP and SFP devices

1379194: Swipe Card forms are inconsistent on MFP and SFP devices.

Incorrect page size in the Equitrac report

1378233: When a native network scan is executed, the page size of A4 and A6 is tracked as A5 by Equitrac. Kofax is working with Brother to address this issue.

Native Scan to PC not tracked by Equitrac

1378066: The native scan to PC workflow is not tracked by Kofax Equitrac. Kofax is working with Brother to address this issue.

Incorrect user name display

1375771: User names do not display correctly on the device Home screen if they have 16 characters. If they have more than 16 characters, the device will reboot. This issue only occurs to MFC-J5945DW device.

Workaround: Make sure that the username has less than 16 characters.

Device installation from DRS fails if device is in active remote session

1375445: If a remote session is active from the panel to the device, the device cannot be installed from DRS. Device installation can run successfully only if the Device Status is **Ready**.

Workaround: Before starting device installation, make sure that the Device Status is **Ready**.

Account overcharge if both copy and print jobs are performed during a session

1373842: If you perform both copy and print jobs during a session, you might be able to overcharge your account by the amount of your balance available at login. Kofax is working with Brother to improve this area.

Text size inconsistent for workflow names

1371229: The text size for workflow names on the **Launcher** screen is not consistent. This issue occurs only on a 7 inch screen.

Unexpected line breaks on Card Registration screen

1362810: On the **Card Registration** screen, if you select **More Details**, the label "Card not recognized. Log in to register card" is displayed with unexpected line breaks. This issue occurs only when the details are viewed on a 2.7 inch screen.

User name truncated on the Launcher screen

1356791: On the **Launcher** screen, if the user name is lengthy, it is truncated and missing characters are replaced with an ellipsis.

Form submitted with no items selected for List Field

1308930: When configuring AutoStore workflow, if you use **List Field** but select no items in multi-select, the form will be submitted.